



Techmasters Zambia Limited Company 2024

INTRODUCTION

Techmasters Zambia Limited is a Zambian owned Private Limited Company registered under the Company's Act cap 388 of the Laws of Zambia. Techmasters Zambia Limited was formed on the 2nd of September in 2013 by Zambian entrepreneurs with a view to create employment and contribute to economic growth while providing high level services to clients.

The idea of incorporation came into existence after analyzing how fast the ICT industry was growing but being mismanaged by untrained personnel in the country. It was after an observation on the market that a lot of services are not offered consistently and efficiently.

Techmasters Zambia Limited was registered with a 100% Zambian equity. The company has grown and expanded its operations in other African countries. The company has presence in Democratic Republic of Congo (DRC), Malawi, Angola and Ghana. In these countries, we have signed Service Level Agreements (SLAs) for the supply, installation and maintenance of UPSs, Solar equipment and Thermal Imaging Cameras with various companies.

The vision of the company is to offer solutions and harness the resource in order to invest in other portfolios which fall within our areas of strength.

Techmasters Zambia Limited has a complete range of ICT products and services that meet international quality and performance specifications.

Techmasters is constantly growing in both commercial and retail sectors through continuous investments by the shareholders.

Techmasters Zambia Limited is one of the companies in Zambia with an in-depth understanding of UPS Systems, Industrial and Domestic Power Electrical installation and Networking services (LAN AND WAN). Techmasters Zambia Limited with its vast base of 65 employees coupled with experience is able to offer a lot of services. Supply, Install and Support equipment in electrical, Information Technology and Telecommunications sector. Techmasters Zambia Limited carries and supports a vast range of quality products. The company also accepts and does outsourcing of maintenance contracts.

ABOUT TECHMASTERS ZAMBIA LIMITED

Mission

Innovation & Excellence in ICT & power systems.

Vision

Driven by the passion for excellence, we strive to provide innovative world class solutions to our customers profitably and sustainably

Values

- ◆ Innovation
- ◆ Integrity
- ◆ Excellence
- ◆ Customer-centric
- ◆ Accountability
- ◆ Respect



OBJECTIVES & POLICIES

Quality Policy

“We are committed to providing quality ICT Products and Services designed to satisfy our clients’ needs at competitive prices and to continually improve upon them”.

Objectives

- ◆ To conduct our business with the utmost sincerity and integrity.
- ◆ To deliver products and services on time.
- ◆ To offer complete and dedicated services to our customers.
- ◆ To try by all means to lower the cost doing business in the ICT industry.
- ◆ Apply procedures for Inventory management and for the quality of products and services delivered to avoid Customer Complaints and indeed satisfy our customers.
- ◆ To conform to Internationally accepted standards as required of us by ZICTA and the Zambia Bureau of Standards and Accounting principals.
- ◆ Improve follow up of remedial and preventive technical operations and instill a “Get It Right The First Time” work culture through appropriate training.
- ◆ To participate in Social and Economic well being of the people in the communities where we do business.
- ◆ Maintain Safety throughout our distribution and installation facilities at the highest level by ensuring NO personal injuries or damage to property.

Techmasters Zambia Limited is a technically oriented organization which puts major emphasis on staff with Engineering back-ground. Key personnel have been factory trained. The company’s fully equipped workshop is capable of repairing analogue and digital equipment, in nearly all cases down to component level.

The company will from time to time send all the staff for refresher courses in all our areas of operation to equip the company with staff that has the highest understanding of modern technologies in the developing world.

Maintenance agreements and Service level agreements are offered on all equipment sold and those we did not sell but fall within our area of operation.

We offer scheduled and unscheduled agreements, depending on the customer requirements. The company is able to provide country wide service and Installation of all our products.

RENEWABLE ENERGIES, ELECTRICAL & MINING PRODUCTS

ELECTRICAL

- ◆ Domestic and Industrial Electrical Installation
- ◆ Repair of Electrical equipment
- ◆ Solar panels & Inverters
- ◆ Generators
- ◆ Air Conditioning
- ◆ Rectifiers

Our main objective is to provide quality electrical installation at competitive pricing in order to reduce cost of installation on the market and make electricity accessible for everyone at all socioeconomic levels.

Solar panels that Techmasters installed at Standard Chartered Bank Headquarters





Fronius inverter and distribution box installed by us at Standard Chartered Headquarters



Solar panels that Techmasters installed at Total Filling Station



Techmasters' installation of an inverter and batteries.



Installation of 150KVA EATON UPS and battery cabinets at Trust Merchant bank in Congo

Uninterrupted Power Supply (UPS)

Techmasters Zambia Limited is the leading company in UPS service provision. UPS supply, Installation, Maintenance and Repairs are one of the strongest areas of operation of Techmasters Zambia Limited. The vast experience our technical team has enables us to attend to any UPS and Inverter problem.

We offer the following services on UPS: Supply, repair and support to the UPS brands below:

- ◆ MEISSNER (Eaton) UPS
- ◆ APC UPS
- ◆ POWER WARE UPS
- ◆ Tescom UPS
- ◆ Emerson (chloride) UPS

Advantages of Uninterruptable Power Supply (UPS)

- ◆ Continuity - Experience no outages to critical equipment like computers
- ◆ Consistency - Electronics within a UPS tells it when it needs to work and kicks in alternate power as needed, which eliminates glitches or surges and allows time to safely shut down main systems if and when needed.
- ◆ Protection - Safeguards against all the oddities of electricity such as surges, spikes, dips and failure because the UPS essentially senses those things and switches to alternate power before the anomalies cause damage.
- ◆ Filter - A line-interactive UPS acts as a kind of filter by refining the power as it comes into the UPS then adjusting its output so that internal systems receive a clean, consistent supply free of abnormalities.



Supply and installation of UPS systems at ZESCO Head Office.

We have supplied UPS units to most of the major mines including Kansanshi, Kalumbila, Mopani Copper Mines, (MCM) and Konkola Copper Mines (KCM).



Installation of a raised floor in the ZESCO Head Office Server room.

INFRARED THERMAL IMAGING

Techmasters Zambia Limited provides conditioning and monitoring services to different organizations in Zambia. We provide infrared testing and thermal imaging services as we are staffed by Infrared Training Center (ITC) certified thermographers conducting infrared inspections on electrical and mechanical equipment and buildings. Infrared Thermography (IRT) is a proven non-invasive technology which locates defects quickly and effectively. We provide necessary information to make informed data-based maintenance and corrective decisions on electrical, solar, mechanical equipment, roofs, steam pipe leaks and building systems. **Among our clients we supply thermal cameras and thermal imaging services include, Mopani Copper Mines (MCM), Kagem Minerals Ltd, Southern Sun Hotel and Copperbelt Energy Corporation (CEC).**

Thermography is a tool for recording nearest surface temperatures with thermal cameras and analyzing thermal images. Our high level training in thermography ensures that we correctly assess the inspection and apply the required thermographic technique. We will ensure that the correct object parameters are input prior to any inspection commencement including emissivity, ambient and t-reflective temperatures , distance, humidity and any other associated values required for accurate thermographic image interpretation. We offer premium grade thermography for any application where there is either a temperature or emissivity differential so that anomalies can be observed and expertly reported.



We use FLIR and FLUKE IR cameras to capture images. Large and medium format thermal imaging cameras are used. We also use Grayness CRONISTA and Smartview IR Reporting Softwares.

Applications Include:

- ◆ Electrical Systems - Loose / corroded connections, overloaded circuits, faulty equipment
- ◆ Solar Panel Inspections
- ◆ Mechanical Equipment - Motors, bearings, belts and transmissions.
- ◆ Under slab / floor radiant heating and steam pipe leaks
- ◆ Process Equipment - Pipe blockages, coolant leaks, steam traps, tank levels
- ◆ Building Systems
- ◆ Data Centres - Airflow analysis, UPS systems, emergency generators

Conditions of Infrared Inspection:

- ◆ Loose/ deteriorated connections
- ◆ Overloads
- ◆ Open circuits
- ◆ Inductive heating
- ◆ Defective equipment

Benefits of Infrared Inspection:

- ◆ Reduces unscheduled down time
- ◆ Increases equipment life
- ◆ No service interruption during inspection
- ◆ Lower risks and lower chance of failures
- ◆ Lower repair costs and Increased profit
- ◆ Lower insurance premiums due to decreased losses

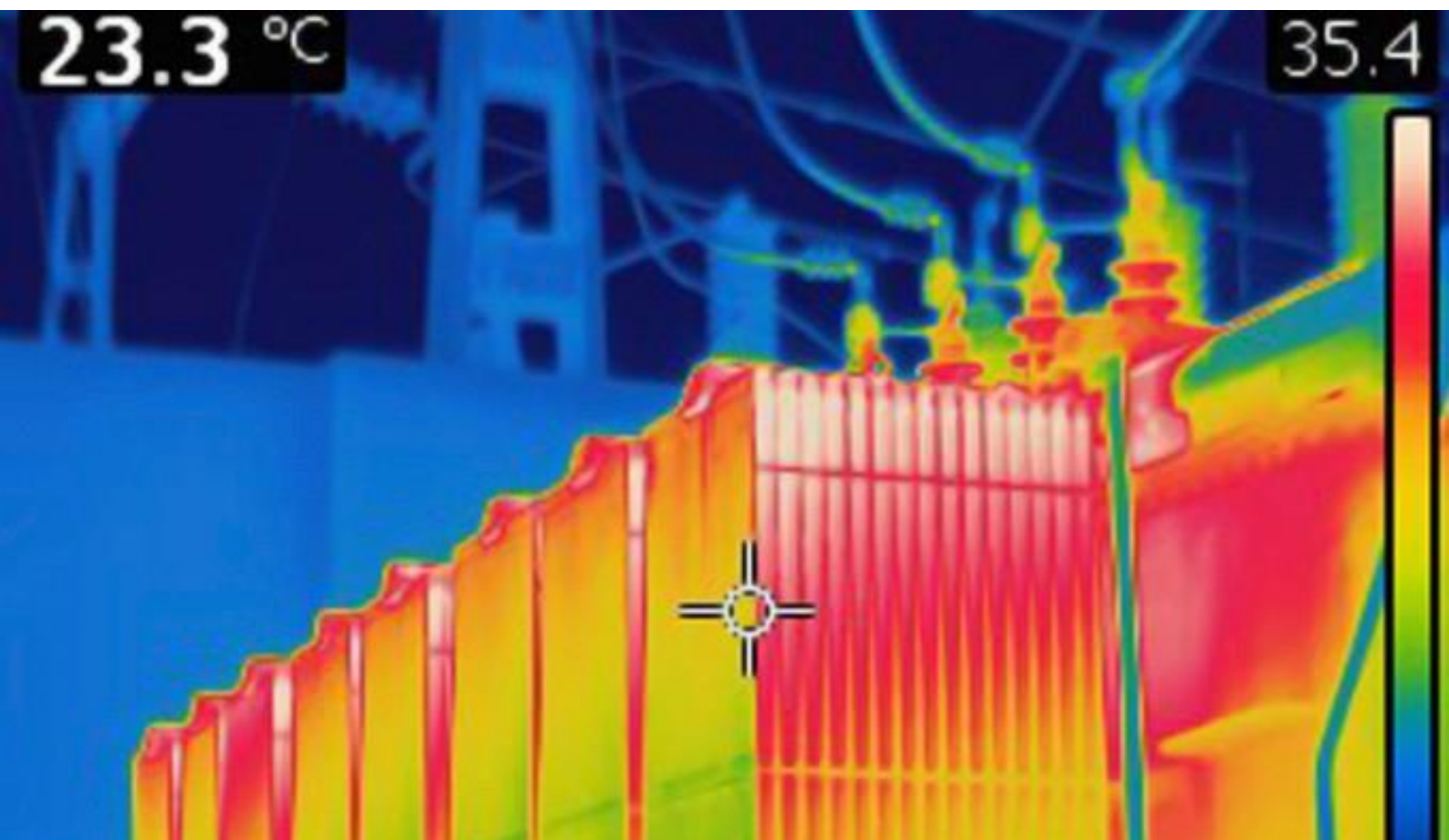
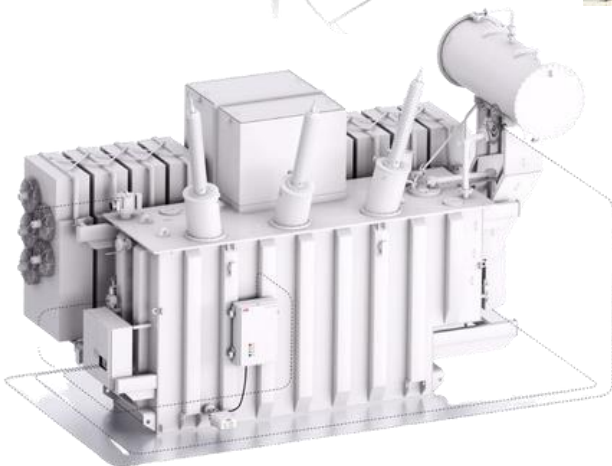


ABB & HITACHI ENERGY PRODUCTS

Techmasters Zambia Limited, as an energy company, is an ABB and Hitachi Energy partner and vendor. Below are a few of the products we offer.



- ◆ Power transformers
- ◆ High-Voltage Transmission/ Distribution & Cable Accessories
- ◆ Renewable Energies (Micro-Grid Solution)
- ◆ Capacitors and Filters
- ◆ Power Quality Solutions
- ◆ Line Protection & Control Network





- ◆ Switchgears &
- ◆ Accessories
- ◆ Control Panels
(PLC) Drives
- ◆ Motors
- ◆ Motor Control
- ◆ Panels Solar
- ◆ Panels &
Inverters High-
Voltage
- ◆ Line Protection & Control Network





SOME PROJECTS DONE BY TECHMASTERS EMPLOYEES

Commissioning projects

- Project:** Testing and commissioning of high voltage switchgear equipment, carrying out the system studies settings and grading of the solar plant and the feeding in substations, scheme checks and as built drawings production.
Project: Bangweulu 54MW Solar Plant in LSMFEZ Lusaka
Client: STERLING AND WILSON
- Project Description:** Testing and commissioning of all the equipment including primary tests, scheme checks, relay configuration and testing.
Project: Lusaka Transmission and Rehabilitation Project LSMFEZ 330/132/33/11Kv Substation (LTDRP)
Client: ZESCO/SIEYUAN
- Project Description:** Supervision of Installation of high voltage equipment and switchgear, testing and commissioning of equipment, scheme checks and produce as built drawing.
Project: Lusaka Transmission and Rehabilitation Project Chawama 132/11Kv Substation (LTDRP)
Client: ZESCO/SIEYUAN
- Job Description:** Supervision of Installation of high voltage equipment and switchgear, testing and commissioning of equipment, scheme checks and produce as built drawings.
Project: Lusaka Transmission and Rehabilitation Project Waterworks 132/33/11Kv Substation (LTDRP)
Client: ZESCO/ETERN
- Job Description:** Testing and commissioning of the protection relays and the scheme check
Project: Lusaka Transmission and Rehabilitation Project Lusaka West 330/132/33/11Kv Substation (LTDRP)
Client: ZESCO/ETERN
- Project Description:** Testing and commissioning of the protection relays and the scheme check
Project: Millennium Challenge Account Malawi (66/33/11Kv Bwengu, 1x10MVA 33/11Kv Sonda, 66/33/11Kv Karonga Substation)
Client: ESCOM
- Project Description:** Testing and commissioning of all the equipment including the primary tests, scheme checks, relay configuration and testing.
Project: Distribution, Expansion and Reinforcement project in Lusaka Zambia and Copper belt Region (11, 2x 23MVA 33/11Kv substations and 3, 2x60MVA 66/33Kv substations)
Client: ZESCO
- Project Description:** Testing and commissioning of all the equipment including the primary tests, scheme checks, relay configuration and testing.
Project: Euro Bond projects in Lusaka Zambia (3 11Kv Switching stations)
Client: ZESCO
- Project Description:** Testing and commissioning of all the equipment including the primary tests, scheme checks, relay configuration and testing.
Project: Euro Bond projects in Lusaka Zambia (3 11Kv Switching stations)
Client: ZESCO
- Project Description:** Supply and installation of solar power back up system, solar panels and batteries Kalumbila revamp project.
Project: Hybrid Solar Installation
Client: FNB Kalumbila

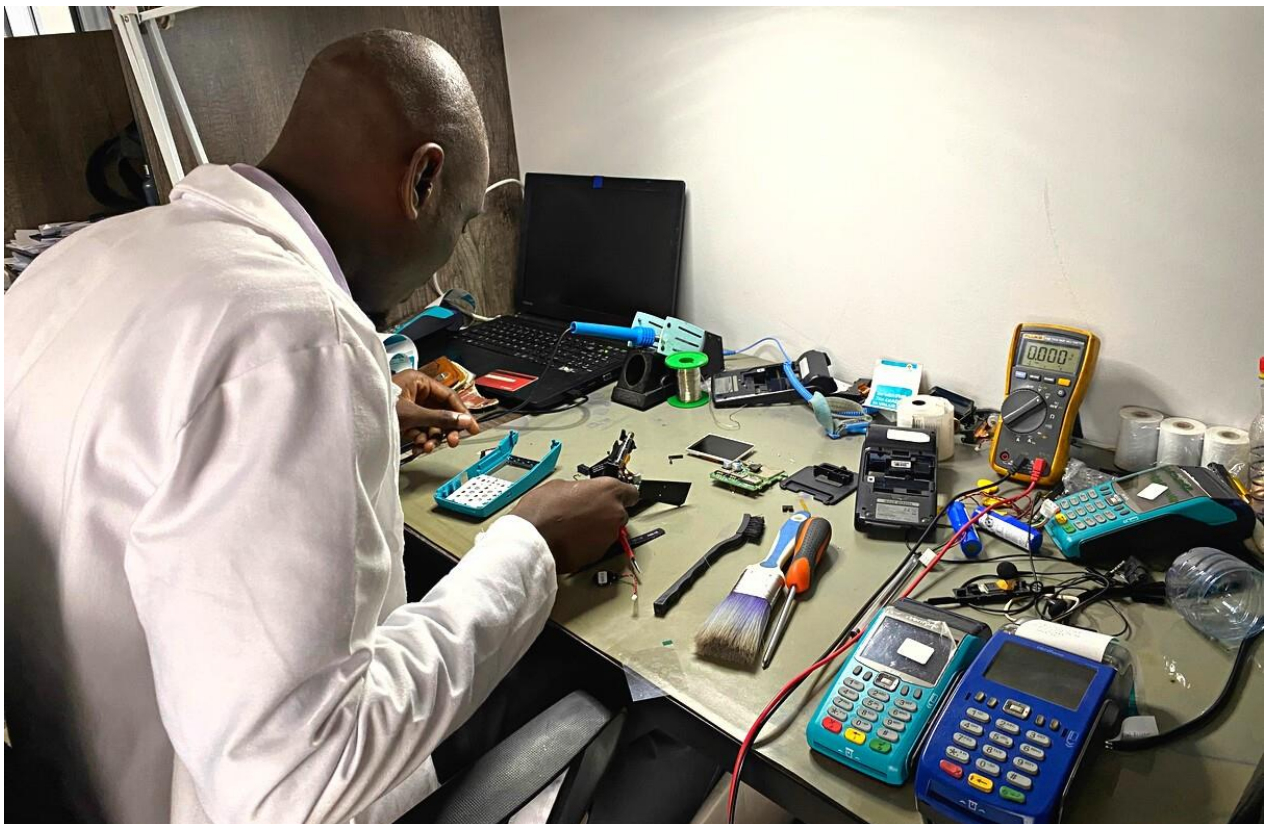
BANKING & PAYMENT SOLUTIONS

POINT OF SALE

Techmasters provides our clients with complete Point of Sale (POS) and Accounting solutions for end-to-end business transaction management. We supply various brands of point of sale machines depending on client needs and we also maintain and repair them.. As cardless transactions becoming the most prominent way of doing business, Techmasters team ensures that the POS machines are always in their best working condition.

Point of Sale Brands and Models we provide:

- ◆ VeriFone - X990, V240M, VX520, VX520c, VX680, VX675, VX805 & VX820 Pin Pads
- ◆ PAX - A910, A920, S920, S900, S920, A77, A50
- ◆ Ingenico - Move/2500
- ◆ Telpo
- ◆ Cointech



The repair of point of sale machines in Techmasters' state of the art point of sale department.

Point of Sale Support Services:

- ◆ Supply and delivery of POS products and accessories.
- ◆ We provide 24/7 technical and customer support.
- ◆ We provide secure key injections facilities.
- ◆ We have real-time terminal inventory warehousing and management.
- ◆ We secure terminal storage.
- ◆ We have comprehensive terminal maintenance, repairs, refurbishment and disposal.
- ◆ We have the latest software and security keys for POS terminals.
- ◆ We provide training to merchants, on-boarding and integrated solution - the installation of POS hardware and software (with some modifications or customization if required), as well as training of staff and use of maintenance of the software.
- ◆ Asset Ownership options - renting / leasing.
- ◆ Remote Key Loading and Management Service.

AUTOMATED TELLER MACHINES / NCR

Techmasters is an NCR retail and service partner. Techmasters offers the supply, installation, maintenance and repair of ATMs as well as ATM accessories such as Journal paper, Receipt paper, Cassettes etc. Aside from ATM hardware and accessories, Techmasters also deals in NCR software products such as Cash Management System and other generic ATM software application. Please visit our website for our full catalogue of point of sale machines and ATMS.



The repair of an ATM in Techmasters' ATM repair centre..



ATM Services Overview

- ◆ Preventative Maintenance - Will be done on a quarterly basis for all the ATMs.
- ◆ Remedial Maintenance - Our trained team will evaluate the fault down to the component level and restore the ATM to its full functioning capacity.
- ◆ General Maintenance - Servicing the ATM if it is deemed to solve the call or to prevent a call in the near future before the next preventative season.
- ◆ Replacement Parts and Spares - Techmasters is involved in the replacement of parts and spares for the ATM machines.
- ◆ Refurbishment Centre - Refurbishment of dispenser units , cassettes and other equipment are carried out in our well stocked workshop.
- ◆ Reporting - Techmasters supplies banks with an updated service report on each ATM that is under a contract.
- ◆ Helpdesk - A helpdesk and customer support facility has been developed to serve clients efficiently. This facility ensures that ATM faults are attended to on time. The company uses Techmasters CRN software to operationalize the helpdesk.

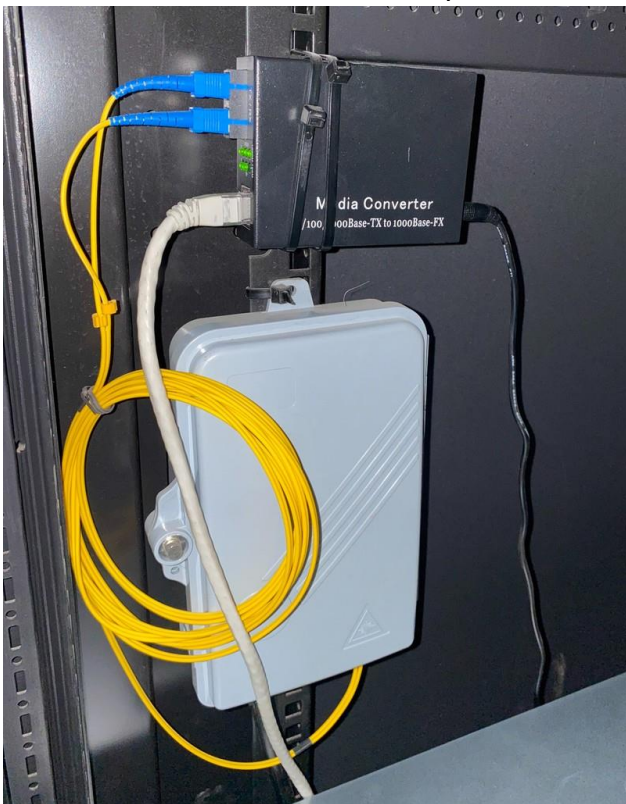


ICT SOLUTIONS

We provide the following ICT solutions:

- ◆ Office Equipment (computers, laptops, projectors)
- ◆ Fleet Management / Vehicle Tracking
- ◆ Fibre Optic Installation
- ◆ Environment Monitoring
- ◆ LED Interactive Media Systems
- ◆ Video Conferencing System

Fibre Optic installation done by Techmasters)



ENVIRONMENTAL MONITORING SYSTEMS

Environment Monitoring System monitors critical factors like water leak, temperature, humidity, fire, power and much more. It allows user to keep an eye on different devices remotely and in real-time. The monitoring device provides a 24/7 operation where once an equipment fails or a problem arise, it will instantly notify you through SMS and email. Preventing equipment failure, downtime, financial loss, and loss of reputation.

(TM3 Environmental Monitoring System)



Infrastructure is the lifeline for data center and facility. Equipment such as sensors, air conditioning systems, generators, water leak detection system, PACU, FDAS, and UPS needs to operate at their full capacity to ensure uninterrupted operation. If not properly monitored these environmental threats can cause a lot more damage than software or hardware problems.

NETWORKING (LAN AND WAN):

- ◆ Cat 5e UTP
- ◆ Fibre Optic
- ◆ Cat 6eUTP
- ◆ Telephone LAN and WAN
- ◆ Cisco Products

Techmasters Zambia Limited as a Wide Area Data Communication Company, has been involved in pioneering what is today an important feature in Wide Area Network (WAN), the integration of Voice, Video and Data. Techmasters Zambia Limited markets and supports an extensive range of products and services.

In wireless communication, we use Solectek Radio equipment, this gives 1ms response time over a distance of 45-50 kilometers. The equipment is near line of site. The company's approach is that of providing a total solution by integrating compatible systems over communication networks. The company is committed to providing workable and cost effective solutions in conjunction with our principle and customers.

Local Area Network (LAN) is a type of network which connects computers of limited geographical range (Probably within a building or a house). In order for connecting computers and devices within a particular network LAN uses either Wifi or Ethernet connection.

Wide Area Network is a network type which provides transmission of videos, images, data and voice covering large geographical areas. It is made up of LAN and MAN combinations. In order for carrying out the transmission it gets the help of modems, routers, hubs and switches.

Advantages of Local Area Network

- ◆ Resource Sharing
- ◆ Software Sharing
- ◆ Convenient Communication
- ◆ Centralized Data
- ◆ Improved Security
- ◆ Computer Identification

Advantages of Wide Area Network

- ◆ Area Coverage
- ◆ Updated Files
- ◆ Message Exchange
- ◆ Increased Bandwidth
- ◆ Assured Uptime

CCTV & SECURITY

Techmasters supplies, installs, maintains and repairs a wide range of high quality security products for residential, corporate, retail and industrial use. Security systems decrease the chances of crime occurrence by 60%.

Some of the products Techmasters offers are:

- ◆ CCTV cameras
- ◆ Motion sensors
- ◆ Alarm systems
- ◆ Access control
- ◆ Gate motor kits
- ◆ Electric fence energizers.
- ◆ Time & Attendance systems
- ◆ Voice & Video Intercoms



(Our CCTV Installation done at Lusaka Telecom Head Office)

Our CCTV, monitor and DVR Installation done at Total Energies Head Office



Our Access Control installation



SERVICE DELIVERY

CUSTOMER SERVICE

Customer Service at Techmasters Zambia Limited is a cardinal function for us to ensure that the focus on customers is maintained. This function addresses all customers' problems and resolves them within 24 hours unless the nature of the issue at hand.

HEALTH, SAFETY, ENVIRONMENTAL AND QUALITY MANAGEMENT

At Techmasters Zambia Limited, we are concerned about the safety and health of both the users of our products as well as the environment as a whole.

It shall be our responsibility to train your staff in the proper handling of our products, both fresh and used, in order to safeguard their health and that of the environment.

Statements of accounts shall be sent to you weekly or upon your request in order to keep you abreast with the account activities.



Techmasters has a fleet of 30 vehicles inclusive of 1 light truck and 1 cherry picker.

CONTACT DETAILS

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Facebook

Techmasters Zambia Limited

LinkedIn

Techmasters Zambia Limited

Twitter

@TechmastersZM

Instagram

Techmasterszm

OUR PARTNERSHIPS

These are the current partnership agreements we have with other reputable international organisations:

EATON/MEISSENER

Techmasters is the official distributor of Eaton / Meissner equipment and services in Zambia



EMERSON NETWORK POWER/VERTIV

Techmasters are the official agents for Emerson in Zambia.



HEWLETT-PACKARD (HP)

Techmasters is an official distributor of HP products and we have supplied laptops, computers and accessories to various organizations including ZESCO Limited, ZICTA and Dangote Cement.



OUR PARTNERSHIPS

APC/SCHNEIDER ELECTRIC LTD

Techmasters are the official Distributors for APC/Schneider Electric Ltd in Zambia.

Life Is n

Schneider
Electric

FLIR SYSTEMS LTD

Techmasters are the official Agents for Flir systems Ltd in Zambia, DRC, Malawi and Angola. Flir Systems is the largest manufacturers of Thermal Cameras and Balometers in the World.

 **FLIR**[®]

The World's **Sixth Sense**[®]

VICTRON BLUE ENERGY

Techmasters have been trained by Suntech/Victron Blue Energy and support their equipment and services in Zambia.

 **SUNTECH**

Solar powering a green future[™]



victron energy
BLUE POWER

FRONIUS

Techmasters is an official distributor of Fronius products.



OUR PARTNERSHIPS

NCR

Techmasters is an official distributor of NCR automated teller machines.



INGENICO

Techmasters is an official distributor of Ingenico point of sale machines.



VERIFONE

Techmasters is an official distributor of Verifone point of sale machines.



PAX

Techmasters is an official distributor of Pax point of sale machines.



OUR CLIENTS



OUR CLIENTS



TRUST MERCHANT BANK S.A.R.L.



**First
Capital
BANK**



Ecobank
The Pan African Bank



Zambia Sugar

ZIB
ZAMBIAN BREWERIES

ZAMBIA
REINSURANCE PLC

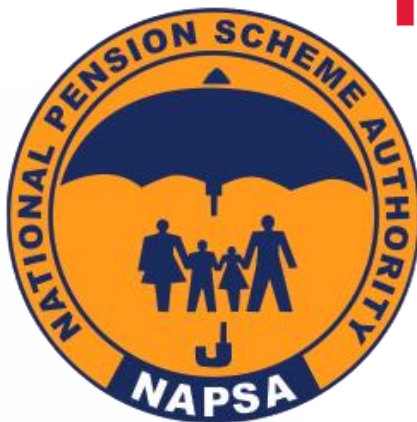


Investrust
Bank
Plc



LIQUID
INTELLIGENT TECHNOLOGIES

**Tech
Mahindra**



access >>>

KANSANSHI MINING PLC
A COMPANY OWNED BY

**British
High Commission**



FIRST QUANTUM
MINERALS LTD.

